

PARTS & SERVICE MANUAL

FOR THE 26" FIREPLACE

MODEL NUMBER:

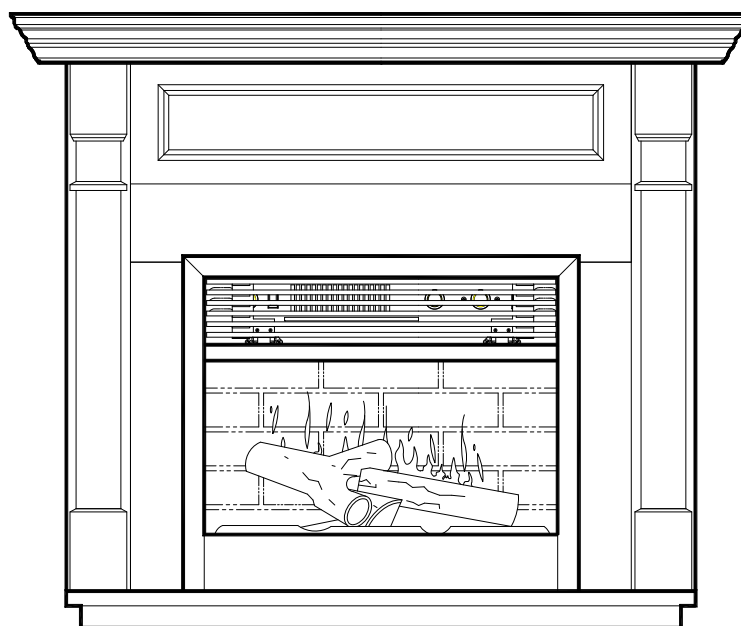
BF5000NT

BF5000

EF2604

SF2603

DF2603



 Dimplex[®]

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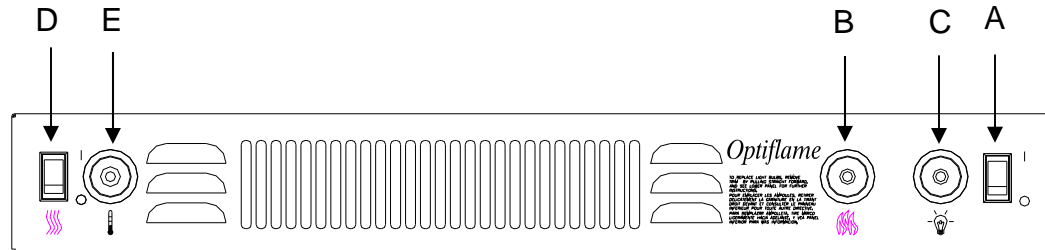
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OPERATION

This section will explain the function of each control.

To access the controls, open the upper grill by pulling near the top, forward and down.



A. MAIN ON/OFF SWITCH

The on/off switch supplies power to all fireplace functions (heater & flame).

B. FLAME SPEED CONTROL (not available on some models)

Turn the flame speed control knob to adjust the flame speed to the desired level.

C. FLAME LIGHT DIMMER CONTROL

Turn the flame brightness control to increase or decrease the brightness of the flame and embers.

D. HEATER ON/OFF SWITCH

The heater on/off switch supplies power to the heating unit when the main on/off switch (A) is in the on position.

E. HEATER THERMOSTAT CONTROL

To adjust the temperature to your individual requirements, turn the thermostat control clockwise all the way to turn in the heater. When the room reaches the desired temperature, turn the thermostat knob counter clockwise until you hear a click. Leave in this position to maintain the room temperature at its setting. For additional heat, turn clockwise until you hear the click again and the heater will turn on. To turn the heater off, rotate the knob fully counter clockwise.

RESETTING THE TEMPERATURE CUTOFF

This unit is equipped with a thermostat which controls the temperature of the room. It does this by turning the heater on and off. The heater is protected with a safety device to prevent overheating. Should the heater overheat, an automatic cut out will turn the heater off and it will not come back on without being reset. It can be reset by switching the ON/OFF SWITCH to OFF and waiting 5 minutes before switching the unit back on.

CAUTION

If you need to continuously reset the heater, unplug the unit and call your local dealer.

REMOTE CONTROL INSTRUCTIONS

(Optional Accessory)

1. Plug firebox into the outlet located on the side of the receiver.
2. Plug receiver into the wall outlet.
3. Install a 9 volt battery into the transmitter.
4. Turn the firebox main power switch to the on position prior to using the remote control.
5. Push the ON button to turn the firebox on. Push the OFF button to turn the firebox OFF.

NOTE

To prevent the risk of fire, the stove plug must be inserted fully into the receiver

NOTE

For indoor use in dry areas only

NOTE

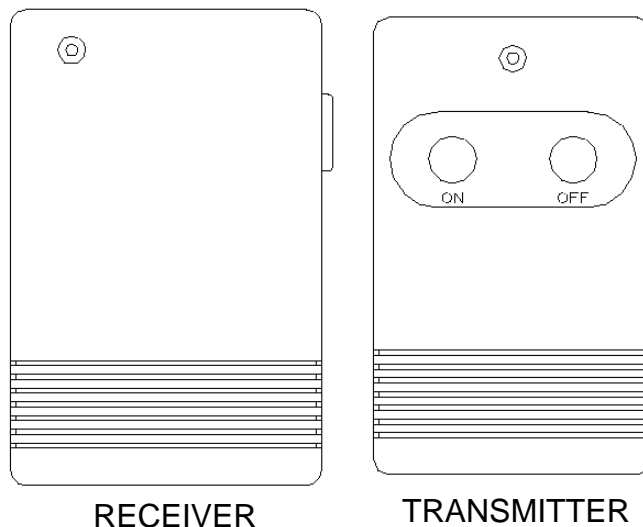
For use on electrical devices with 15 amp resistive load or 1/3 HP inductive load
120 VOLT AC only

NOTE

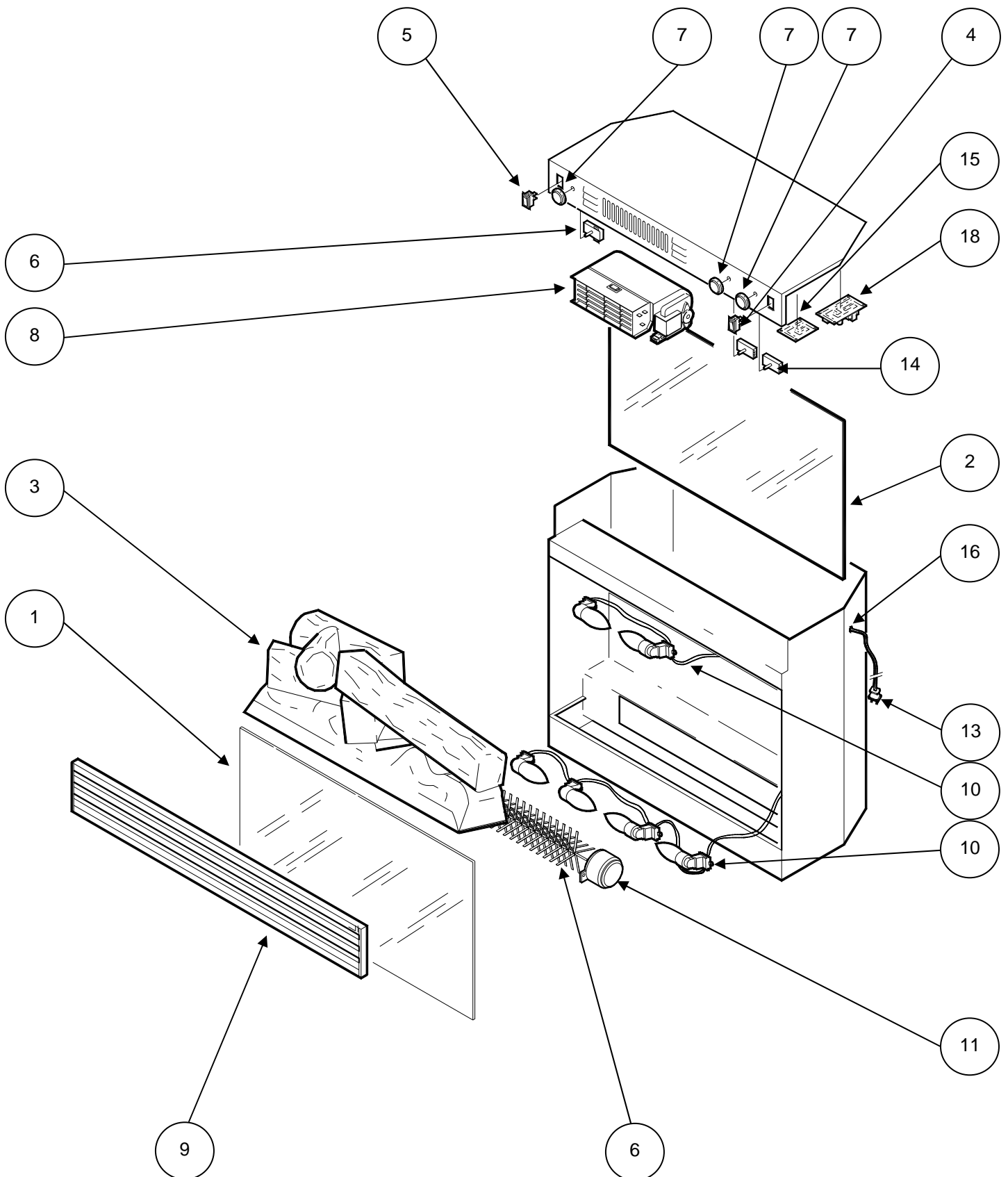
The remote control and receiver has a range of approximately 50ft. (15.25m) it does not have to be pointed at the fireplace and can pass through most obstacles (including walls). The remote control and receiver use one of 243 independent frequencies. When replacing the remote control or the receiver they must be replaced as a set to ensure proper operation. The frequency of the remote is located on the back of the remote on a label.

NOTE

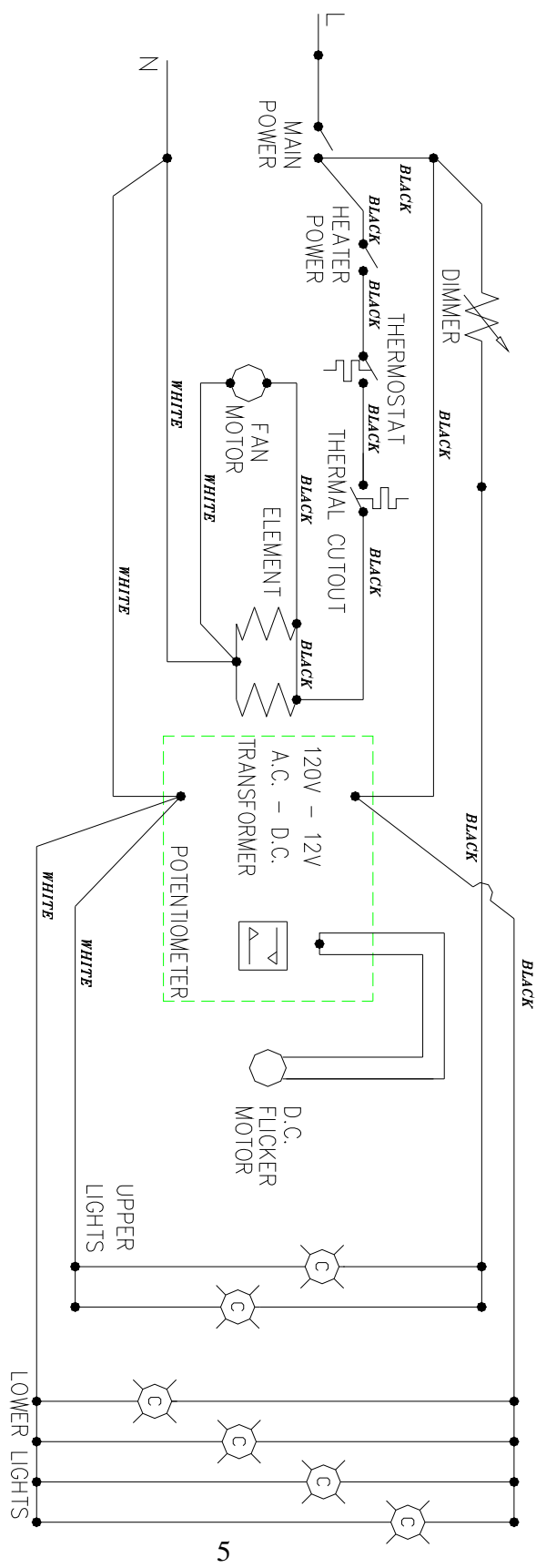
ON/OFF Remote Control may be used to control most other electrical devices including T.V.'s, stereos and lamps.



EXPLODED DIAGRAM



WIRING DIAGRAM



REPLACEMENT PARTS

REPLACEMENT PART	BF5000	BF5000NT	BF5000NTRH	EF2604	SF2603	DF2603
1.Front Glass, Tempered Bronze			6900100400RP			
2.Partially Reflective Glass		6900100200RP			5900060300RP	
3.Log Set			0437960100RP			
4.On/Off Switch	2800070200RP (MOD 0-C) 28000210100RP (MOD D) 2800070200RP (MOD E)		2800210100RP		2800070200RP (MOD 0-C) 28000210100RP (MOD D) 2800070200RP (MOD E)	
5.Heater On/Off Switch			2800210100RP	2800070200RP		2800071100RP
6.Thermostat			2300150100RP			
7.Control Knob			8800000300RP			
8.Heater Assembly			2200490900RP			
9.Grill Louvered Assembly			1006720159RP			
10.Light Bulb Holder			4200121000RP			
11.Flicker Motor			3000240200KIT			
12.Flicker Rod Assembly			6900190400RP			
13.Power Cord			4100040200RP			
14.Speed Control			3000240100RP			
15.Light Dimmer			3000250100RP			
16.Heyco Strain Relief			8500260003RP			
17.Flame Panel					0437970100RP	
18.Remote Control Receiver						3000380200RP (Added MOD C)
19.Terminal Block			4000070100RP			
20.Remote Control Transmitter						3000370500RP (Added MOD C)
21.Foot			8800090100RP			

UPPER BULB REPLACEMENT

Light bulbs need to be replaced when you notice a dark section in the flame or when the clarity and detail of the log exterior disappears. There are two bulbs at the top of the opening that illuminates the log set exterior and four bulbs under the log set which generate the flames and embers.

WARNING

Allow at least 10 minutes for light bulbs to cool off before touching bulbs to avoid accidental burning of skin.

HELPFUL HINTS

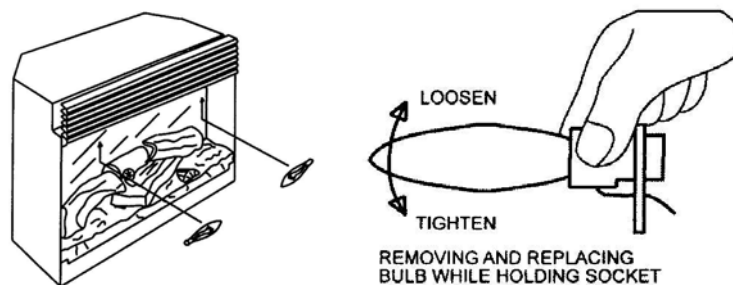
It is a good idea to replace all light bulbs at one time if they are close to the end of their rated life. Group replacement will reduce the number of times you need to open the unit to replace light bulbs.

TOOL REQUIREMENTS

Slot screwdriver

UPPER BULB REPLACEMENT

1. Remove the trim by pulling straight forward.
2. Hold the glass in place while removing the retaining clip from the upper center of the firebox.
3. Lift glass out and store in a safe place.
4. Locate the two upper bulbs inside the firebox at the top.
5. Examine the bulbs to determine which bulb(s) require(s) replacement.
6. Hold the socket while unscrewing the bulb.
7. Hold the socket while screwing in the new bulb.
8. Reassemble in the reverse order.

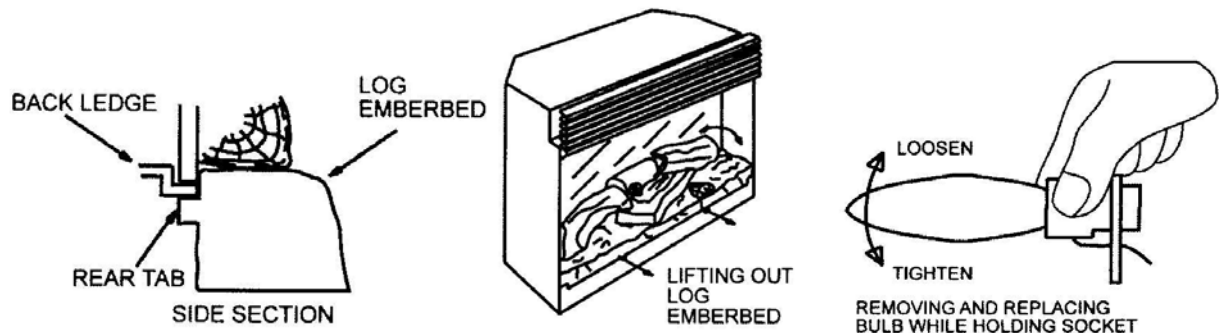


UPPER LIGHT BULB REQUIREMENTS

Quantity of 2 clear chandelier or candelabra bulbs with an E-12 (small) socket base, 15 watt rating.

LOWER BULB REPLACEMENT

1. Remove the trim by pulling straight forward.
2. Hold the glass in place while removing the retaining clip from the upper center of the firebox.
3. Lift glass out and store in a safe place.
4. Lift up the front edge of the log until it clears the front tabs. Pull out until the rear tab clears the back ledge, and then lift out.
5. Examine the bulbs to determine which bulb(s) require(s) replacement.
6. Hold the socket while unscrewing the bulb.
7. Hold the socket while screwing in the new bulb.
8. Replace the log ember bed by placing the back lip of the log ember bed under the mirror then push the front of the log ember bed down into the recess.
9. Reassemble in the reverse order.



LOWER LIGHT BULB REQUIREMENTS

Quantity of 4 clear chandelier or candelabra bulbs with an E-12 (small) socket base, 60 watt rating.

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If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

TO REPLACE MAIN ON/OFF SWITCH

1. Remove the firebox trim by placing your hand on the grill section, grasping the sides of the trim and pulling outwards releasing the retainer clips.
2. Remove the firebox from the mantel.
3. Lower the grill covering the controls.
4. Remove the (4) retaining screws on the top cover and remove the top, placing it upside down on the top of the unit being careful not to damage any of the wiring.
5. Locate the main on/off switch mounted on the top panel and disconnect the wiring clips and connections noting their original locations.
6. Depress the retainer clips on the rear of the switch and push the switch out of the rear cover.
7. Properly orient the new switch and connect all of the wiring clips and connections.
8. Align the top cover with the cabinet assembly and secure with (4) retaining screws.
9. Place the firebox in the mantel.
10. Place trim back on firebox by pushing ball studs on trim into the retainer clips on the firebox.

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TO REPLACE LIGHT DIMMER SWITCH

1. Remove the firebox trim by placing your hand on the grill section, grasping the sides of the trim and pulling outwards releasing the retainer clips.
2. Remove the firebox from the mantel.
3. Lower the grill covering the controls.
4. Remove the (4) retaining screws on the top cover and remove the top, placing it upside down on the top of the unit being careful not to damage any of the wiring.
5. Locate the light dimmer switch mounted on the top panel and disconnect the wiring connections noting their original locations.
6. Pull off the light dimmer control knob to expose the (1) mounting nut.
7. Remove the (1) mounting nut from the control arm of the light dimmer.
8. From under the panel, break off the four mounting studs on the light dimmer switch by grasping with pliers and twisting on the protruding part of the stud, push the remainder of the studs out through the top panel.
NOTE: New mounting studs are supplied with the replacement speed control.
9. Remove the dimmer switch
10. Properly orient the new light dimmer switch and secure the light dimmer switch to the unit with the included plastic mounting studs.
11. Connect all of the wiring connections to the light dimmer switch.
12. Install dimmer switch to the front of the top cover with (1) mounting nut and put the light dimmer switch control knob on the control arm.
13. Align the top cover with the cabinet assembly and secure with (4) retaining screws.
14. Place the firebox in the mantel.
15. Place trim back on firebox by pushing ball studs on trim into the retainer clips on the firebox.

BF5000NT, BF5000, EF2604, SF2603, DF2603

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TO REPLACE FLAME SPEED CONTROL SWITCH

1. Remove the firebox trim by placing your hand on the grill section, grasping the sides of the trim and pulling outwards releasing the retainer clips.
2. Remove the firebox from the mantel.
3. Lower the grill covering the controls.
4. Remove the (4) retaining screws on the top cover and remove the top, placing it upside down on the top of the unit being careful not to damage any of the wiring.
5. Locate the light dimmer switch mounted on the top panel and disconnect the wiring connections noting their original locations.
6. Pull off the light dimmer control knob to expose the (1) mounting nut.
7. Remove the (1) mounting nut from the control arm of the light dimmer.
8. From under the panel, break off the four mounting studs on the light dimmer switch by grasping with pliers and twisting on the protruding part of the stud, push the remainder of the studs out through the top panel.
NOTE: New mounting studs are supplied with the replacement speed control.
9. Remove the dimmer switch
10. Properly orient the new light dimmer switch and secure the light dimmer switch to the unit with the included plastic mounting studs.
11. Connect all of the wiring connections to the light dimmer switch.
12. Install dimmer switch to the front of the top cover with (1) mounting nut and put the light dimmer switch control knob on the control arm.
13. Align the top cover with the cabinet assembly and secure with (4) retaining screws.
14. Place the firebox in the mantel.
15. Place trim back on firebox by pushing ball studs on trim into the retainer clips on the firebox.

BF5000NT, BF5000, EF2604, SF2603, DF2603

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Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

TO REPLACE FLAME MOTOR/FLAME ROD

1. Remove the firebox trim by grasping both sides of the trim and pulling straight up.
2. Remove the front glass retaining clip.
3. Remove the front glass and set aside.
4. Remove the log set by lifting up the front edge of the log until it clears the front tabs. Pull out until the rear tab clears the back ledge, then lift out.
5. Remove the firebox from the mantel and unplug.
6. Remove (2) screws from the bottom panel located on the back assembly.
7. Lay unit on back.
8. Remove the (2) remaining screws from the bottom panel located on the left and right sides.
9. Remove the bottom panel and set aside.
10. Remove (1) screw from the motor bracket located in the flame panel.
11. Remove flicker motor assembly by pulling flicker motor towards you and by removing bracket from slot located in back panel.
12. Remove (2) screws securing the flicker motor to the flicker motor bracket.
13. Cut the flicker motor wires close to the flicker motor end with wire cutters.
14. Remove reflector rod from flicker motor by bending the rod down 90° and cutting the reflector spring with wire cutters. **DO NOT TAKE THE LEFTOVER SPRING OFF OF THE END OF THE REFLECTOR ROD**
15. Discard old flicker motor.
16. Pick up the 1 ½" rubber sleeve and locate over remaining spring on reflector rod. **ENSURE TO LOCATE THE LARGE OPENING OF THE BLACK CYLINDER OVER THE REMAINING SPRING OF REFLECTOR ROD.**
17. Pick up new flicker motor and cut wire leads to 3 ½" long with wire cutters.

BF5000NT, BF5000, EF2604, SF2603, DF2603

18. Secure new flicker motor to the existing reflector rod. Ensure the flicker motor bracket is in between the motor and reflector rod.

19. Pick up wire connector and place (1) yellow wire into each terminal.
(total of 2 yellow wires)

20. Secure wire connector by crimping the 3M symbol with slip joint pliers.

21. Pull on end of wires to ensure a strong connection.

22. Repeat the process for the (4) remaining wires. (red, blue, orange, grey)

ENSURE THAT ALL CONNECTORS HAVE THE SAME WIRE COLOURS

23. Reassemble in the reverse order.

BF5000NT, BF5000, EF2604, SF2603, DF2603

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TO REPLACE HEATER ON/OFF SWITCH

1. Remove the firebox trim by grasping both sides of the trim and pulling straight up.
2. Remove the firebox from the mantel.
3. Remove the (4) retaining screws on the top cover and remove the top, placing it upside down on the top of the unit being careful not to damage any of the wiring.
4. Locate the heater on/off switch mounted on the top panel and disconnect the wiring clips and connections noting their original locations.
5. Depress the retainer clips on the rear of the switch and push the switch out of the rear cover.
6. Properly orient the new switch and connect all of the wiring clips and connections.
7. Align the top cover with the cabinet assembly and secure with (4) retaining screws.
8. Place the firebox in the mantel.
9. Place trim back on firebox by opening grill, grasping both sides of trim, and hook the trim down into the trim slots.
NOTE: The trim slots are located on the front surface of the firebox.
10. Close the grill.

BF5000NT, BF5000, EF2604, SF2603, DF2603

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TO REPLACE HEATER THERMOSTAT CONTROL

1. Remove the firebox trim by grasping both sides of the trim and pulling straight up.
2. Remove the firebox from the mantel.
3. Remove the (4) retaining screws on the top cover and remove the top, placing it upside down on the top of the unit being careful not to damage any of the wiring.
4. Locate the thermostat control mounted on the top panel and disconnect the wiring clips and connections noting their original locations.
5. Pull off the thermostat control knob to expose the mounting screws.
6. Remove the mounting screws and remove the heater thermostat control.
7. Properly orient the new heater thermostat control and connect all of the wiring connections.
8. Reassemble in the reverse order as above.

BF5000NT, BF5000, EF2604, SF2603, DF2603

If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

TO REPLACE HEATER ASSEMBLY

1. Remove the firebox trim by grasping both sides of the trim and pulling straight up.
2. Remove the firebox from the mantel.
3. Remove the (4) retaining screws on the top cover and remove the top, placing it upside down on the top of the unit being careful not to damage any of the wiring.
4. Locate the heater assembly mounted on the top panel and disconnect the wiring clips and connections noting their original locations.
5. Turn the top over, remove the heater mounting screws and remove the heater assembly.
6. Properly orient the new heater assembly and connect all of the wiring connections.
7. Reassemble in the reverse order as above.

BF5000NT, BF5000, EF2604, SF2603, DF2603

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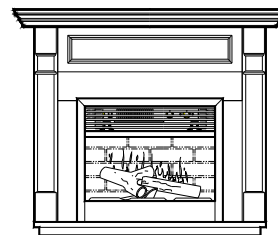
Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

TO REPLACE THE CORD SET

1. Remove the firebox trim by grasping both sides of the trim and pulling straight up.
2. Remove the firebox from the mantel.
3. Remove the (4) retaining screws on the top cover and remove the top, placing it upside down on the top of the unit being careful not to damage any of the wiring.
4. Locate and disconnect the power cord wiring connections noting their original locations.
5. With needle nose pliers grasp the power cord strain relief grommet from inside the rear of the heater panel and push while twisting to remove.
6. Pull the power cord out through the hole in the rear of the top heater pan.
7. Install the new power cord through the hole in the rear cover and connect all of the wiring connections in their original locations.
8. Install the power cord strain relief grommet on the replacement power cord and insert into the mounting hole in the rear of the top heater pan.

WARNING: Ensure wires do not come in contact with moving parts by securing wires in wiring tie wraps.

9. Reassemble in the reverse order as above.



TROUBLESHOOTING GUIDE

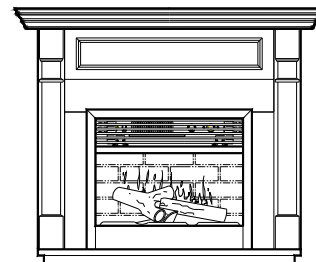
GENERAL

Problem	Cause	Solution	Service Manual Reference
Circuit breaker trips or fuse blows when unit is turned on	Improper circuit current rating	Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug unit into another outlet or install unit on a dedicated 15 amp circuit	
Unit turns on or off by itself	Remote control has a similar frequency to other remotes in the area	Replace hand held remote control	
	Radio frequency disturbance from outside sources		
Lights dim in room while the unit is on	Unit is drawing close to circuit current rating	Move the unit to another outlet or install unit on a dedicated 15 amp circuit	
Power cord gets warm	Normal operation	The power cord may get slightly warm to the touch when the heater is on	Page 18
	Defective power cord	Replace power cord	

APPEARANCE

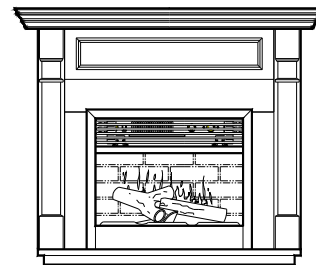
Problem	Cause	Solution	Service Manual Reference
Fireplace does not turn on	Improper operation	Refer to User's Guide	
	Defective main on/off switch	Replace main on/off switch	Page 10
	Defective remote control	Install new battery into the handheld transmitter	Page 2
	Loose wiring	Check wiring connections	Page 7
Flame frozen	Defective flame motor	Replace flame motor	Page 13
	Loose wiring	Check wiring connections	Page 7
Flame not bright or flame not visible	Burnt light bulbs	Replace light bulbs	Page 8
	Loose wiring	Check wiring connections	Page 7
	Defective light harness	Replace light harness	
Log set dim, ember bed not glowing	Burnt light bulbs	Replace light bulbs	Page 8
Flame Shutter	Defective flame motor	Replace flame motor	Page 13

TROUBLESHOOTING GUIDE



HEATER

Problem	Cause	Solution	Service Manual Reference
Heater is not turning off	Defective heater on/off switch	Replace heater on/off switch	Page 14
	Improper operation	See User's Guide	
	Loose wiring	Trace wiring in unit	Page 7
Heater is not turning on	Defective heater on/off switch	Replace heater on/off switch	Page 14
	Defective heater assembly	Replace heater assembly	Page 17
	Improper operation	See User's Guide	
	Loose wiring	Trace wiring in unit	Page 7
Heater emits an odor	Normal operation	Normal operation is when the heater emits an odor for a brief period after the heater is initially turned on. The heater is burning off any dust accumulated during manufacturing or operation.	
	Defective heater assembly	Replace heater assembly	Page 17
	Loose wiring	Trace wiring in unit	Page 7
Heater fan turns on but heater lacks heat	Improper operation	See User's Guide	
	Defective thermostat	Replace thermostat	Page 15
	Loose wiring	Trace wiring in unit	Page 7
	Defective heater assembly	Replace heater assembly	Page 17
Heating element is glowing red	Normal operation	Small glowing sections of the element are considered normal.	
	Defective heater assembly	If larger glowing sections are causing the heater to trip the thermal cut out, unplug unit, discontinue use and replace heater assembly	Page 17

TROUBLESHOOTING GUIDE**HEATER (CONTINUED)**

Problem	Cause	Solution	Service Manual Reference
Heater fan runs continuously	Loose wiring	Trace wiring in unit	Page 7
	Defective heater on/off switch	Replace heater on/off switch	Page 14
	Defective heater assembly	Replace heater assembly	Page 17

NOISE

Problem	Cause	Solution	Service Manual Reference
Excessive noise with the heater on	Dirty blower assembly	Clean blower assembly	
	Defective blower assembly	Replace heater assembly	Page 17
Grinding or excessive noise with the heater off	Moving flame rod hitting or rubbing against internal components	Flame rod replacement	Page 13
	Defective flame motor	Replace flame motor	Page 13



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